

PRV - MediPASS Provider Recruitment

Purpose:

The purpose of this procedure is to recruit new MediPASS providers.

Identification of Roles:

Primary Role - This procedure will be performed by the Provider Education and Outreach Team.

Secondary Role - Supervisors and Team Leads will be cross-trained in MediPass Provider Recruitment functions.

Performance Standards:

Increase MediPASS provider participation by five percent (5%) per year for each contract year, from base year. The base year is the 12-month period prior to the effective date of Iowa Medicaid Enterprise contract.

Path of Business Procedure:

Step 1: Review weekly update of the MediPASS Access Database.

- a. Provider Education and Outreach staff will receive the weekly MediPASS Access Database report of newly enrolled Medicaid providers who are eligible to be a MediPASS Patient Managers.
- b. Iowa Medicaid providers who are eligible to enroll as a MediPASS patient manager are:
 1. Medical Doctors
 2. Doctors of Osteopathy
 3. Certified Nurse Midwives
 4. Advanced Registered Nurse Practitioners
 5. Rural Health Clinics
 6. Federally Qualified Health Centers
- c. Providers must provide primary care in one of the following specialty areas:
 1. General Practice
 2. Family Practice
 3. Obstetrics/Gynecology
 4. Internal Medicine
 5. Pediatrics

Step 2: Research to check for ER or specialty offices. Research will be done using the Provider Enrollment file and checking for group name and sub-specialty, which could indicate specialty clinic or ER affiliation.

- a. Those providers with sub-specialties or ER affiliation are not considered eligible to participate in MediPASS. The database will then be updated to remove these providers from the list of eligible providers.
- b. Notations and updates to the Access Database are made using the directions found in IA Network Adequacy Database User's Manual, version 3.0.

Step 3: Complete MediPASS recruitment letter.

- a. This letter is manually generated using the template found at MHC/recruitment/NU MediPASS recruit letter2. Letters are printed to the local printer.
- b. Complete the spreadsheet located at MHC/recruitactivityrepts/mailedagreements folder.

Step 4: Send recruitment letter along with a MediPASS Provider Agreement.

- a. Staff must copy the necessary number of MediPASS Provider Agreements.
- b. Agreements are located on the IME website at IME.state.ia.us/publications/forms/470-2615.
- c. Envelopes must be manually addressed and stuffed, and then they must be delivered to the outgoing mail area.

Step 5: Complete follow-up call to the potential patient manager.

- a. Notations and updates to the Access Database are made using the directions found in IA Network Adequacy Database User's Manual, version 3.0.

Step 6: Participate in program?

- a. If yes, the provider will submit the completed MediPASS Provider Agreement.
- b. If no, annotate Access Database.
 1. Providers who indicate that they do not practice at least 20 hours per week at a location are not considered as eligible. The database will be updated to remove them from the eligible list.
 2. Providers who indicate that they are a specialist and do not provide primary care will also be updated on the database as not eligible.
 3. Providers who are eligible but choose not to enroll are updated on the database noting that they have been contacted. These providers are to remain as eligible.
 4. Notations to the Access Database are made using the directions found in IA Network Adequacy Database User's Manual, version 3.0.

Step 7: Maintain spreadsheet for all newly enrolled MediPASS providers once a completed provided agreement is received.

- a. This spreadsheet is located at MHC/MPASS new enrolls
- b. Enter MediPASS Provider Agreement into MMIS using directions from the IME 13.2 Standard Operating Procedures (SOP).

Forms/Reports:

IA Network Adequacy Database User's Manual (version 3.0)
Agreement for Participation as a Patient Manager in the Iowa Medicaid Patient Access to Service System (MediPASS)

RFP References:

6.4.6.3.3.a

Interfaces:

N/A

Attachments:

Process Map

